



BENEFICIARY GUIDE TO SERVICES



MAXWELL CLINIC 2001

The 42d MEDICAL GROUP

**“TO BE YOUR 1ST CHOICE IN AMBULATORY CARE, MOVING YOUR
HEALTHCARE TO NEW LEVELS”**

On behalf of the men and women of the 42d Medical Group, I would like to welcome you. Our staff is committed to providing you with the very best in healthcare through professional competence, dedication, and excellent customer service. You deserve the highest quality medical care and it is our goal to provide the absolute best.

Please take a few moments to review the information presented in this guide. It will familiarize you with the services we provide and give you the points of contact to help expedite your healthcare. The guide also lists the patient advocates we have throughout our clinics. These individuals are dedicated to resolving those matters of concern. Please use them. Additionally, if you have any comments or recommendations, they are welcomed and encouraged. Your feedback contributes to making improvements in our healthcare delivery system.

Again, welcome! I hope your visit with us is both brief and pleasant.

**WINSTON H. BLAKE, Colonel, USAF, MC
Commander**

The customer is the most important visitor to our premises. They are not dependent on us; we are dependent on them. They are not an interruption of our work; they are the purpose of it. They are not an outsider in our business; they are part of it. We are not doing them a favor by serving them; they are doing us a favor by giving us the opportunity to do so. - Mahatma Gandhi

WE WANT YOU!!!



ARE YOU ENROLLED IN TRICARE PRIME?

ASK ABOUT THE BENEFITS OF ENROLLING WITH OUR
TEAM AT THE MAXWELL CLINIC!

VISIT OR CALL
THE BENEFICIARY SUPPORT OFFICE 953-7854
OR
TRICARE SERVICE CENTER 409-9956



42d Medical Group TRICARE Answer Team:
Comprehensive Reference for TRICARE:

tricare.maxwell@maxwell.af.mil
<http://www.tricare.osd.mil>

Why TRICARE?

Managing healthcare over the past several years has been a great challenge for the Department of Defense (DoD). DoD's beneficiary population continues to grow significantly, while simultaneously, staffing for military treatment facilities continues to decline. This problem generated increased costs in civilian health care provided to DoD beneficiaries and strains on access to care. Part of President Clinton's Health Care Plan for the DoD early in his administration was to increase access to quality healthcare and to lower, or at least stabilize, the cost of providing that same care. TRICARE, under the direction of the then newly established Office of the Assistant Secretary of Defense for Health Affairs (1992), was created and systematically implemented worldwide.

Prior to TRICARE, the waiting time for specialty care in some cases was more than 6 months and in many cases the wait for routine care was 45 days. TRICARE systematically incorporated civilian healthcare providers or agencies as partners into the DOD healthcare system. TRICARE has improved access to routine care to less than 7 days and specialty care to less than 30 days. The following web links provide an extensive summary of current legislation that impacts your healthcare benefits: www.troa.com and www.tricare.osd.mil (click on Policy and Planning, then Congressional Information). There is limited access to care in this facility for the 65 and over population (served on a space available basis). Unfortunately, Medicare-eligible retirees cannot enroll in TRICARE at this time. Medicare is a federally funded healthcare program that is specifically designed to provide healthcare entitlement to 65 and over regardless of entitlement to the DoD healthcare system. We recommend those individuals approaching the age of 65 (if other health insurance plans are not available) to investigate all options under Medicare. If you are enrolled in Medicare and have a supplement, we recommend you not change (drop) this coverage until the DoD has established a plan and implementation date for enrolling retirees 65 and older.

Status of the 42d Medical Group (Maxwell Clinic)

The 42d Medical Group changed from a hospital to a clinic on 1 Jul 99. This facility now functions as an ambulatory healthcare center. Only outpatient services are provided and this facility does **NOT** provide emergency room services. In essence this facility provides primary care with limited specialty care to an estimated beneficiary population of 38,000. Primary care services include Family Practice, Pediatrics, Flight Medicine and Internal Medicine. Additional patient care services provided are Same Day Surgery, Ear, Nose and Throat (ENT), Orthopedics, General Surgery, Life Skills (Mental Health), Optometry, Ophthalmology, Dental (active duty only), Women's Health, and Physical Therapy. Other services provided to the wing mission are Bioenvironmental Engineering and Public Health. We have contracted with one of Montgomery's premier ambulance services for our emergency response. Haynes Ambulance Paramedics of Alabama, Inc., operates from our facility. To call for an ambulance, simply dial 911.

42d Medical Group Vision and Mission

VISION

**To Be Your 1st Choice in Ambulatory Care, Moving Your
Healthcare to New Levels**

MISSION

**Provide Quality Managed Health Services to Air University and
the Maxwell/Gunter Community, Creating a Positive First and
Lasting Impression While Maintaining Our Readiness Posture**



42d Medical Group Goals

GOAL 1

Create, sustain, and monitor an environment that promotes outstanding performance

GOAL 2

Assure the success of primary care optimization

GOAL 3

Sustain Readiness Posture

GOAL 4

Promote a healthy community

GOAL 5

Seek to fulfil customer and patient needs through continuous process improvement

GOAL 6

Support compliance with all environmental, safety and occupational health regulatory requirements

GOAL 7

Increase TRICARE Prime enrollment



TABLE OF CONTENTS

Letter From 42d MDG Commander	i
Why TRICARE?	iii
42d MDG Vision and Mission	iv
42d MDG Goals	v
Contents	vi
Clinic Services	
Admissions and Dispositions (Quarters and Convalescent Leave)	1
Aeromedical Evacuation	3
Ambulance Service	4
Ambulatory Surgery	4
Bioenvironmental Engineering	5
Breast Care Program	5
Cashier (Medical Service Account)	5
Central Sterile Supply	6
Clinical Laboratory	6
Customer Service Representative (Patient Advocate)	7
Dental Clinic	7
Diagnostic Imaging (Radiology)	7
Ear, Nose and Throat (ENT)	8
Education and Training	8
Family Practice Clinic	9
Flight Medicine Clinic	10
General Surgery Clinic	10
Health and Wellness Center	11
Immunization Clinic	11
Information Systems	12
Internal Medicine Clinic	12
Life Skills Clinic	12
Medical Evaluation Board (MEB)	14
Medical Logistics	14
Medical Readiness	15
Ophthalmology Clinic	15
Optometry Clinic	16
Orthopedic Clinic	16
Outpatient Medical Records	17
Pediatric Clinic	18
Pharmacy Services	19
Physical Exams	20
Physical Therapy	20
Public Health	21
Red Cross	21
Referral System for Out-of-MTF Care	22
Safety Office	22
TRICARE Service Center	23
Tumor Registry	23

TABLE OF CONTENTS CONTINUED

Women's Health Clinic	24
Maxwell Clinic Floor Plan	25
TRICARE	26
Military Health Benefits Quick Reference	37
Maxwell AFB/Gunter Annex Quick Reference Base Phone Listing	38
Patients Bill of Rights and Responsibilities	40
Index	42

Active Duty (AD) Medical Assignment to Quarters

Maxwell Form 396, Medical Assignment to Quarters, (see example of form below) is issued to you to complete and submit to your unit commander's support staff office or your supervisor, depending on your unit policy. You must report to your quarters for the designated time (24 hours, 48 hours, or 72 hours) to administer self care as prescribed by the provider. After your sick call appointment, and during your rest period, you may leave your quarters only to pick up prescribed medication or any other medical necessity. Once assigned to quarters, you may not perform unauthorized activities unless it is an emergency or if you acquire written consent from your physician and supervisor. In any case, you are to keep your supervisor informed at all times.

ATTENDANCE FOR A QUARTERLY ASSIGNMENT TO QUARTERS <small>(This form is subject to the Terms and Conditions of the Assignment - 26 Nov 2002)</small>			
PERSONNEL		ASSIGNMENT	
1. Name (Last, First, Middle) _____		1. QUARTER YEAR: 1. 1st 2. 2nd 3. 3rd 4. 4th	
2. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		2. QUARTER: _____	
3. GRADE: _____		3. DUTY STATION: _____	
<input type="checkbox"/> Discontinued <input type="checkbox"/> Commenced 4. DUTY STATION: _____ 5. 1. 1st 2. 2nd 3. 3rd 4. 4th		4. DUTY STATION: _____	
5. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		5. DUTY STATION: _____	
6. GRADE: _____		6. DUTY STATION: _____	
7. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		7. DUTY STATION: _____	
8. GRADE: _____		8. DUTY STATION: _____	
9. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		9. DUTY STATION: _____	
10. GRADE: _____		10. DUTY STATION: _____	
11. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		11. DUTY STATION: _____	
12. GRADE: _____		12. DUTY STATION: _____	
13. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		13. DUTY STATION: _____	
14. GRADE: _____		14. DUTY STATION: _____	
15. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		15. DUTY STATION: _____	
16. GRADE: _____		16. DUTY STATION: _____	
17. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		17. DUTY STATION: _____	
18. GRADE: _____		18. DUTY STATION: _____	
19. RETURN TO REPORT TO DIRECT SUPERVISOR IMMEDIATELY AFTER THIS QUARTER'S ASSIGNMENT (If Applicable) _____		19. DUTY STATION: _____	
20. GRADE: _____		20. DUTY STATION: _____	
I acknowledge receipt and understand the quarters instructions listed below			
Name (Last, First, Middle) _____ Title _____			
Signature, Date and Title, Initials _____			
Quarters Instructions			
1. Addition to quarters requires you to remain in your quarters except for medical necessities. Dormitory personnel may be escorted for meals at the Dining Facility only!			
2. Use the number menu contact your orderly room and immediate supervisor immediately following your appointment.			
3. Return to duty activities (Date _____, Time _____) Return appointment Yes (Date _____, Time _____)			
4. Failure to comply with these instructions could result in administrative action.			
5. If there are any questions, please contact the TriCare Beneficiary Support Office at 803-783-1111.			

Medical Assignment to Quarters continued

You must report to duty the day after quarters designation at the normal duty hour. Example: if notification to unit is given at 1300 Monday for 24 hours, the patient is due back to work Tuesday at the regularly scheduled duty time. If member is given 48 hours, the member is due back to work Wednesday at the regularly scheduled duty time. If member is placed on 72 hours, the member is due back to work Thursday at the regularly scheduled duty time.

Convalescent Leave (AFI 36-3003)

Convalescent leave is a non-chargeable leave status for active duty patients requiring a period of convalescent (recovery) prior to returning to duty. If seen by a civilian provider, you must bring any request for convalescence to your Primary Care Manager (PCM). Also, you must return to the medical facility following "directed" convalescent leave for medical evaluation to determine if further hospitalization or additional convalescent leave is necessary.

- Convalescent leave requests will be signed by the attending PCM or Chief, Medical Staff
- Convalescent leave assistance is coordinated through the Primary Care Manager prior to member's leave status (AF Form 988)
- Convalescent leave will begin the day of discharge from the civilian facility
- Convalescent leave for ELECTIVE PROCEDURES (i.e. cosmetic surgery) must be taken as ORDINARY LEAVE, which is chargeable to your leave balance to include hospitalization and recovery. You are required by AFI 41-210 to contact TRICARE flight prior to receiving elective surgery.

Hours of Operation: 0730-1630, Mon-Fri, except holidays

Location: First Floor, RM 1R-26

Telephone #: (334) 953-3368

Patient Representative: Primary Care Manager

AEROMEDICAL EVACUATION (AE)

The 375th Aeromedical Evacuation Squadron (AES) was originally activated as the 57 AES on 27 December 1965 and replaced the 1457 AES, Clark Air Base, Philippines. Before deactivation on 1 August 1972, its mission was evacuation of the sick, injured and wounded from the Pacific area to the United States or medical facilities within the Pacific area.



When activated at Scott Air Force Base on 15 August 1973, the 57 AES was responsible for all CONUS activities in support of the USAF worldwide aeromedical evacuation system. This provided for evacuation of casualties from the combat zone to definitive care facilities, training crews, exercising the command and control system and testing equipment in preparation for war, and the expeditious movement of authorized DoD personnel between medical facilities to ensure optimal patient care.

The 57 AES was deactivated and subsequently activated as the 375th Aeromedical Evacuation Squadron on 1 July 1994.

While the C-9A Nightingale is the primary airframe for moving patients within CONUS, the C-21A, C-130 and C-141B aircraft are frequently called upon to assist the squadron's mission.

The 375 AES continuously receives direct medical crewmember support from the 932d AES.



Throughout the unit's history during periods of conflict and peacetime, the 375 AES continues to respond to all routine, priority and urgent patient movement needs when called upon.

Since Maxwell Clinic transitioned to an ambulatory healthcare center, Maxwell AFB is no longer a scheduled stop for the 357 AES. Occasionally, the 357 AES may be requested by the Maxwell Clinic to transport patients who meet the criteria for AE. Maxwell Clinic Beneficiary Support Office is designated to provide support for patients who may be air-evacuated to other military or civilian medical treatment facilities for further evaluation, treatment and disposition. Health services management personnel will schedule and brief the patient and any non-medical attendant on the AE process and provide any information needed by the patient for a smooth transition from Maxwell AFB to their destination and back.

Hours of Operation: 0730-1630, Mon-Fri, except holidays

Location: First Floor, RM 1R-26

Telephone #: (334) 953-5188

Patient Representative: SrA Lisa Bryington

AMBULANCE SERVICE

Maxwell AFB welcomes an improvement to medical care in the form of quality contract ambulance services. Fully trained paramedics, with the capability of performing a higher level of life-saving measures, have replaced our emergency medical technicians (EMTs) whose capabilities were limited to stabilization and transport. Haynes Ambulance Paramedics of Alabama, Inc., one of the area's premier ambulance service providers, answers all 911 calls for medical assistance for the local tri-county area. Life-threatening emergencies are transported to the Montgomery area 'Trauma Center' or emergency room of the day.

The Maxwell Clinic **DOES NOT** operate an Emergency Room and cannot accommodate emergency patients during or after duty hours.

Hours of Operation: 24 hours a day, 7 days a week

Telephone #: 911 (If dialing from a base phone system, you will be connected to the Maxwell AFB emergency switchboard. If dialing from an off base phone system, you will be connected to the Montgomery emergency switchboard. Either case will connect you to emergency ambulance services.)



AMBULATORY SURGERY UNIT (ASU)

This service is provided for ambulatory/same day surgical procedures. Maxwell Clinic surgeons provide the following surgical services: general surgery, orthopedic surgery, and ear, nose, and throat (ENT) surgery. Services include pre and post-op nursing assessments, individualized nursing care, patient-focused teaching, and telephone follow-up to patients undergoing ambulatory/same day surgical procedures.

Hours of Operation: 0630-1515, Mon-Fri, except holidays

Location: Second Floor, RM 2B (Reception Desk)

Telephone #: (334) 953-5284

Items to Bring: ID card, comfortable clothing, transportation home for post-op patients, and special food items as necessary (i.e. baby formula)

Please leave all valuables at home for your security

Patient Representative: Capt Jane Stamey



BIOENVIRONMENTAL ENGINEERING

Provides occupational health and environmental support to all Maxwell/Gunter agencies to ensure your working environment is as safe as possible. This flight is responsible for areas such as industrial hygiene, environmental quality and community environment and is equipped with a science lab to support all Bioenvironmental Engineering applications.

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: Second Floor, RM 2H-C4

Telephone #: (334) 953-5848

Customer Representative: Maj Michael Mader



BREAST CARE PROGRAM

The Breast Care Program office is committed to the education and support of all beneficiaries with breast health concerns. This program provides individual or group presentations on breast health screening, breast self-examination or other breast health concerns using up-to-date videos, pamphlets, books and teaching sheets and life-like breast models. A nurse facilitator works with the primary provider to assist those patients followed for breast health issues and/or breast cancer. Information is available from the Breast Care office on accessing Internet and community resources for prostheses, wigs and cancer support groups.

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: First Floor, RM 1K-09

Telephone #: (334) 953-6207

Patient Representative: Mrs. Judy Wilcher



CASHIER (Medical Service Account)

The MSA office handles medical care billing of all **international (foreign) officers** and their dependents receiving care at this facility and at civilian referral facilities. This office also receives checks from third party insurance companies to be deposited at the Accounting and Finance office. In addition, the MSA office receives any outstanding payments by patients not eligible for direct care who may have received outpatient or emergency medical care.

Business Operations

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: Third Floor, RM 3D-10J

Telephone #: (334) 953-5079

Patient Representative: Ms. Loretta Moore

CENTRAL STERILE SUPPLY

Central Sterile Supply performs all surgical equipment sterilization functions for Maxwell Clinic, with the exception of small dental sets, which are sterilized by the dental clinic technicians. Stocks of outpatient medical supplies are maintained for issuance as directed by Air Force Policy. Patients must coordinate requests with their PCM if needing medical supplies (restricted to ostomy only) from Central Sterile Supply.

Hours of Operation: 0645-1515, Mon-Fri, except holidays
Hours of Patient Supply Issue: 1245-1445 (Thursdays only)
Location: Second Floor, RM 2B (Reception Desk)
Telephone #: (334) 953-5754
Patient Representative: Capt Jane Stamey

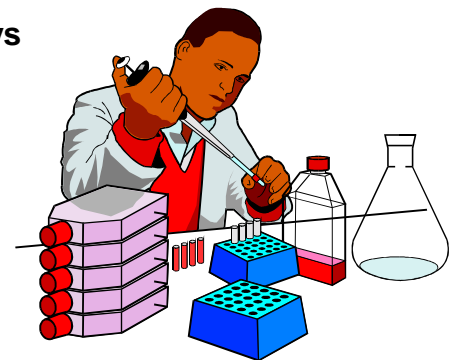


CLINICAL LABORATORY

The Clinical Laboratory is accredited by the College of American Pathologist and provides the level of care appropriate for an ambulatory healthcare center (AHCC) setting. This ancillary service provides routine chemical and hematological analysis of blood, urine and other body fluids as requested by our providers. They are able to perform microbiological studies necessary to isolate and identify infectious agents. Tests not performed in this facility are routed to a cost-effective military or civilian reference laboratory.

Clinical Laboratory accepts requests from in-house providers and providers assigned to other military medical treatment facilities. Clinical Laboratory, subject to DoD policy changes, will accept limited routine requests from outside civilian providers. Tests from outside providers requiring expenditure of government funds for analysis by a commercial reference laboratory are not accepted.

Hours of Operation: 0730-1630, Mon-Fri, except holidays
Location: First Floor, RM 1K-C2
Telephone #: (334) 953-7885
Patient Representative: TSgt Fred Terry



CUSTOMER SERVICE REPRESENTATIVE

Our customer service representative serves to ensure you are satisfied with your medical care. Through this office we provide a timely response to your concerns. If you need assistance to obtain service, or if our facility does not meet your expectations, please bring it to our attention. Each area that provides service has a patient representative who is there to assist you. The photograph, name, and phone number of each patient representative is prominently displayed within the service area. Please ask to see the section patient representative first. If your request cannot be resolved at the section level, see or call the Maxwell Clinic Customer Service Representative.

Hours of Operation: 0730-1630, Mon-Fri, except holidays

Location: First floor, RM 1G-28

Telephone #: (334) 953-7529

Patient Representative: Mr. Pat Abbott



DENTAL CLINIC

The mission of Dental Services is two-fold: patient care and readiness. Services provided in this clinic are general dentistry, dental hygiene, periodontics, prosthodontics, and oralmaxillofacial surgery.

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: Second Floor, RM 2N-02

Dental Sick Call Hours: 0700 and 1200, Mon-Fri, except holidays

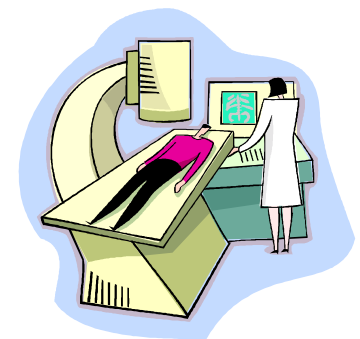
Telephone #: (334) 953-7822

Patient Representative: SMSgt Jody Hanks, (334) 953-6430



DIAGNOSTIC IMAGING (Radiology)

Diagnostic Imaging provides a wide range of services to include computerized tomography (CT), ultrasound, mammography, radiography, pediatric imaging and fluoroscopy. We do not provide MRI nor nuclear medicine studies. A referral from your PCM is required for all diagnostic imaging services. Most radiography is done at the time of referral and other studies are scheduled. If you have any questions about availability of certain examinations or preparations for them, please call the Diagnostic Imaging Office.



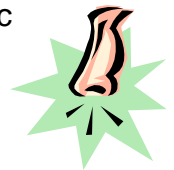
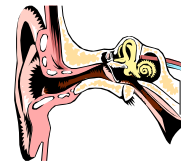
Hours of Operation: 0700-1900, Mon-Fri, except holidays
Location: First floor, RM 1C-C3
Telephone #: (334) 953-7881
Appointment and Cancellation #: (334) 953-7881
Patient Representative: SSgt Rebecca Hancock, (334) 953-7882

EAR, NOSE AND THROAT (ENT) CLINIC

This outpatient surgical clinic provides services in the area of sinus surgery, and otolaryngology. Your PCM may refer diagnoses involving the ear, nose and throat areas to the ENT clinic to receive more specific and specialized treatment when routine care in general medicine and pediatric medicine is ineffective.

If you must cancel your appointment, please call as far ahead of the appointment time as possible so we may schedule another patient.

Hours of Operation: 0730-1630, Mon-Fri, except holidays
Location: Second Floor, 2E-C1
Telephone #: (334) 953-6950
Appointment and Cancellation #: (334) 953-6950
Patient Representative: TSgt Lorna Dembo



EDUCATION AND TRAINING

Education and Training provides programs required for maintaining and improving staff educational and specialty certification. This work center also provides Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), Pediatric Advanced Life Support (PALS), Self-Aid and Buddy Care (SABC) Instructor, Emergency Medical Technician (EMT), and Cardio-Pulmonary Resuscitation (CPR) for staff and certain 42 ABW members. They monitor staff and provide information on professional educational programs and classes to provide opportunities for advancement or maintenance in their areas of expertise.

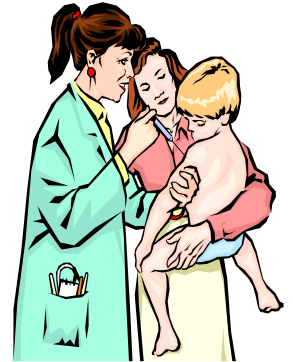
Hours of Operation: 0730-1630, Mon-Fri, except holidays
Location: Third Floor, RM 3G-04
Telephone #: (334) 953-7294
Patient Representative: SSgt Gary Naylor, (334) 953-6762



FAMILY PRACTICE CLINIC

The Family Practice Clinic (FPC) is your gateway to medical care at Maxwell/Gunter. This clinic provides primary care to active duty students and permanent party personnel; their family members enrolled in TRICARE Prime and authorized foreign nationals attending professional military education courses, and their family members. Care is provided to other than active duty or TRICARE Prime members on a space-available basis only.

If you must cancel your appointment, please call as far ahead of the appointment time as possible so we may schedule another patient.



Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: First Floor, RM 1E-C1

Active Duty Sick Call Hours: 0600-0700, Mon- Fri, except holidays

Sick Call Appointment #: (334) 953-3368

Call for appointment first; must be in uniform

Routine (central) Appointment #: (334) 953-3368

Cancellation #: (334) 953-3368

Patient Representative: Blue Team: Capt Vivian Christian

Yellow Team: Mr. Steven C. Kelso

Red Team: Ms. Donna B. Roberts

Gunter Annex Active Duty Sick Call

This service is provided for general, routine sick call for active duty military permanent party and TDY student personnel whose duty sections are on the Gunter Annex. All other care requiring more specific diagnostic or definitive care must be obtained through the Maxwell Clinic.

Hours of Operation: 0630-0700, Mon-Fri

Location: Bldg. 810, Gunter Annex

Sick Call Appointment #: (334) 953-3368;

Call for appointment first, must be in uniform

Patient Representative: TSgt Robert Orsi, (334)-953-6154

FLIGHT MEDICINE CLINIC

The Flight Medicine Clinic provides general medical services and is the Primary Care Manager (PCM) for all active duty flying/special operations personnel and their family members aged 14 years and older.

If you must cancel your appointment, please call as far ahead of the appointment time as possible so we may schedule another patient.

Hours of Operation: 0700-1600, Mon-Thurs

Location: First Floor, 1D-C6

Active Duty Sick Call Hours: 0630-0700, Mon-Fri

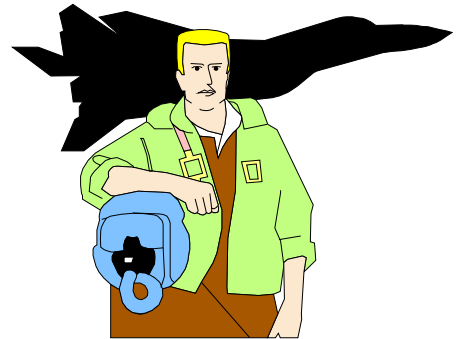
Sick Call Appointment #: 953-3368

Call for appointment first, must be in uniform

Routine Appointment #: (334) 953-3368

Cancellation #: (334) 953-5497

Patient Representative: MSgt Kelly Krahn, (334) 953-5497



GENERAL SURGERY CLINIC

The General Surgery Clinic provides professional services in the management of gallbladder disease, hernias, hemorrhoids, breast disease, elective male sterilization, colon polyps and disease, peptic ulcer disease, and gastroesophageal reflux disease. Endoscopic and laparoscopic procedures are offered. Outpatient surgery is available to all eligible beneficiaries. However, inpatient surgeries are available through our external resource sharing agreement with Baptist Health. This allows our MTF physicians to admit patients to civilian hospitals. Appointments to this clinic are made only by referral from your PCM.

Hours of Operation: 0730-1630, Mon-Fri, except holidays

Location: Second Floor, RM 2E-C2

Telephone #: (334) 953-7824

Appointment #: (334) 953-7824 for non-Prime patients

TRICARE Service Center for Prime patients: (334) 409-9956

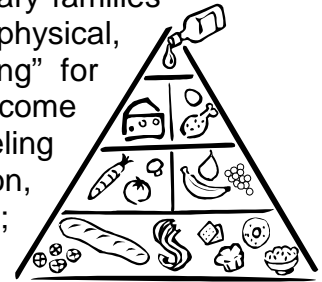
Cancellation #: (334) 953-7824

Patient Representative: TSgt Lorna Dembo



HEALTH AND WELLNESS CENTER

The Health and Wellness Center (HAWC) is a professional team committed to providing a positive environment to educate and motivate military families to adopt healthier lifestyle behaviors aimed at enhancing physical, mental and social well-being. It provides “one-stop shopping” for people who are interested in making lifestyle changes to become healthier and to prevent health problems. Classes and counseling are available in fitness; nutrition, including cholesterol reduction, weight loss and diabetes management; stress management; self-care; the Air Force Cycle Ergometry Program; exercise prescriptions; cardiovascular fitness; strength and flexibility training; tobacco cessation; cardiovascular disease and cancer prevention; and alcohol and substance abuse prevention. Come check us out. We have great special programs and services and have a great location in the Maxwell Fitness Center.



Hours of Operation: 0730 to 1630, Mon-Fri, except holidays
Location: Fitness & Wellness Center, Bldg. 841
Telephone #: (334) 953-7117
Patient Representative: TSgt Howard Gaddis, (334) 953-7118



IMMUNIZATION CLINIC



Provides a full range of immunizations needed to ensure active duty personnel are ready to deploy when and if required. The clinic also provides immunizations for active duty dependents, retirees and their family members. All immunizations are dispensed by certified immunization technicians.

Hours of Operation: 0730-1600, Mon-Fri, except holidays
Location: First Floor, RM 1M-C2
Telephone #: (334) 953-5731
Items to Bring: Immunization Record
Patient Representative: SSgt Sara E. Weinrich, (334) 953-5731



MEDICAL INFORMATION SERVICES

This work center provides computer systems support for the Maxwell Clinic. They also provide installation of network cabling, ports and servers as required. Software training programs for Microsoft Word, Excel, Power Point and Outlook are made available to clinic staff when staff and time are available. This office also tracks over 400 pieces of automated data processing equipment and numerous copyrighted programs purchased by the Air Force to enhance daily systems workload in all areas of the Maxwell Clinic.

Hours of Operation: 0730-1630, except holidays

Location: Third Floor, 3E-06

Telephone #: (334) 953-9194

Customer Service Representative: 1LT Randall Webb



INTERNAL MEDICINE CLINIC

Provides Internal Medicine specialty for all patients 16 years of age and older. Patients are referred for evaluation, consultation, and/or long-term follow-up conditions. Typically Internists diagnose and manage pathology of the cardiovascular, pulmonary, renal, gastrointestinal, hematological, and endocrinological systems as well as infectious diseases. Other services provided are coumadin clinic, B-12 clinic and diabetic clinic.

If you must cancel your appointment, please call as far ahead of the appointment time as possible so we may schedule another patient.

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: Second Floor, RM 1N-C2

Telephone #: (334) 953-3368

Patient Representative: Maj Angela D. Miley, (334) 953-2233



LIFE SKILLS CLINIC

Life Skills Clinic provides outpatient mental health care including identification, treatment, and prevention of life problems. Specifically, the clinic provides guidance and counseling to assist patients to achieve more satisfying personal, family, social, and occupational adjustment. These services are available through a variety of venues including individual, problem-specific group counseling, and psycho-educational settings. This clinic offers several special programs: Family Advocacy Program; Alcohol and Drug Prevention; Treatment and Education Program; Developmental Intervention Services; and the Overseas Medical Clearance Program.

Hours of Operation: 0700-1630, Mon-Fri, except holidays

Location: Second Floor, RM 2A

Telephone #: (334) 953- 5430 or 7736

Appointment #: (334) 953-5430 or 7736

Patient Representative: TSgt Varnell Johnson

Family Advocacy

The Family Advocacy Program provides outpatient services emphasizing prevention, public awareness and education, identification, and treatment of family violence. The Family Advocacy Nurse provides pre/post natal education opportunities for new parents on a variety of topics related to parenting. The **Exceptional Family Member Program (EFMP)** serves families with a wide variety of special medical and educational needs through advocacy, assignment screening and local community networking.

Overseas Medical Clearance Program

When you receive overseas Permanent Change of Station (PCS) notification and want your family members to accompany you, overseas medical clearance must be completed. The steps you must take before you are issued PCS orders:

- ◆ An AF Form 1466, Request for Family Member Medical and Education Clearance for Travel. If member has school-aged children, an AF Form 1466A, Request for Family Member Education Information, is also required.
- ◆ The AF Form 1466 must be signed by the member's commander or First Sergeant and the 1466A must be signed by the child's school.
- ◆ Make an appointment with the Family Practice Clinic.
- ◆ Submit completed form to Family Advocacy. This office will complete the processing of the AF Form 1466 and AF Form 1466A.

Telephone #: (334) 953-5501/5055

Patient Representative: Capt Debra A. Lee

Alcohol and Drug Abuse Prevention and Treatment (ADAPT)

The ADAPT program is used to educate the Maxwell community on the responsible use of alcohol and regarding the zero tolerance for drug use. This is accomplished through educational briefings, role modeling, and direct support for prevention activities. A Certified Alcohol and Drug Abuse Counselor provides evaluation and outpatient treatment for military personnel who have a substance abuse or dependence diagnosis. All other patients receive care via network referral agencies.

Telephone #: (334) 953- 5430 or 7736

Patient Representative: TSgt Varnell Johnson, (334) 953-5430

Educational and Developmental Intervention Services (EDIS)

The EDIS program provides educational services to children under 3 years of age. If you have a concern about your child's development, please call EDIS. If your child qualifies, all services will be provided at no cost to you. Flexible hours are available to meet the needs of the families.

Telephone #: (334) 953-5501/5055

Patient Representative: Capt Karen Orts

MEDICAL EVALUATION BOARD

The Medical Evaluation Board is the first step in the process of determining Medical qualifications for continued military duty. The Physical Evaluation Board Liaison Officer (PEBLO) is the principal point of contact between the evaluatee and the boards of the Air Force disability system. The PEBLO coordinates the temporary disability retired list (TDRL) program, and processes assignment limitation code "C" referrals through the Physical Exams office and the Military Personnel Flight until members are evaluated and medically cleared or disqualified for continued service. The PEBLO also monitors and processes requests for elective surgeries and medical hold.



Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: First Floor, RM 1R-26

Telephone #: (334) 953-5293

Patient Representative: Ms. Wanda Newby

MEDICAL LOGISTICS

Medical Logistics is responsible for providing medical and non-medical supplies and for procuring medical and non-medical equipment. This flight maintains an index of all equipment and their locations, equipment custodian accounts and a current list of work center equipment custodians. They are responsible for the repair and replacement of equipment turned in for disposition or repair. All non-medical supplies must be requested through Medical Logistics before any government funds can be released for their purchase. If government funds are committed to purchase supplies without processing through the Medical Logistics office, the person committing the funds may be liable for reimbursement of those supplies to the government.



Hours of Operation: 0700-1600, Mon-Fri, except holidays
Location: First Floor, RM 1T-10
Telephone #: (334) 953-7956
Customer Service Representative: Amn Erica Adkins

MEDICAL READINESS

The Medical Readiness office ensures all personnel who are filling a mobility position are trained for deployment and maintains all mobility records. They are also responsible for disaster plans and preparedness of the Maxwell Clinic in case of a natural disaster such as hurricane, tornado or flooding. All other personnel are trained as required by local command policies.

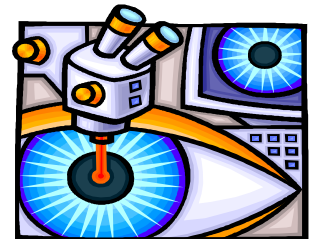
Hours of Operation: 0700-1600, Mon-Fri, except holidays
Location: Second Floor, RM 2J-02
Telephone #: (334) 953-6217
Customer Representative: SSgt Gary Naylor, (334) 953-6217



OPHTHALMOLOGY CLINIC

Provides diagnosis and medical or surgical treatment for disorders of the eye. Major surgeries offered are cataract surgery, eye muscle (strabismus) surgery, glaucoma (trephexcurectomy) surgery, and pterygium surgery. Minor surgical procedures offered are Chalazion, Nasal Lacrimal Duct probe and Entropion repair. Laser procedures for glaucoma and Yag procedures for post-op cataract surgery are performed in this clinic. Visual Field tests and external/internal ophthalmic photographs are also available. Glasses are dispensed to eligible beneficiaries. PCM referral is required.

Hours of Operation: 0700-1600, Mon-Fri, except holidays
Location: Second Floor, RM 2K-01
Telephone #: (334) 953-7851 or 7852
Appointment #: (334) 953-4869
Cancellation #: (334) 953-7851
Patient Representative: SSgt David Jackson, (334) 953-7851



OPTOMETRY CLINIC

The Optometry Clinic provides comprehensive eye health and vision examinations to active duty, active duty dependents, retirees and their dependents. Appointments are available to all TRICARE Prime enrollees (others seen on a space-available basis). Services include the prescribing of eyeglasses, diagnosis and treatment of eye diseases and vision disorders, and the detection of general health problems. Visual field testing, intraocular pressure checks, and retinal photography are available to monitor patient progress. The clinic provides limited contact lens service such as fittings and follow-up care for personnel in the Aircrew Contact Lens Program and contact lens renewals for current contact lens wearers. Active Duty personnel are fit with a variety of spectacles, gas mask inserts, and safety glasses as needed. The clinic also conducts vision screenings in support of the Maxwell-Gunter community, serves as the eye care consultant for other health care professionals, and educates patients on ocular conditions and options for treatment.

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: Second Floor, RM 2K-01

Telephone #: (334) 953-7851

Appointments #: (334) 953-3368

Cancellation #: (334) 953-7851

**Patient Representative: SSgt David Jackson,
(334) 953-7851**



ORTHOPEDIC CLINIC

The Orthopedic Clinic evaluates and treats a multitude of acute and chronic musculoskeletal disorders. Orthopedic referrals may be obtained through your Primary Care Manager. Outpatient surgeries for all patients are performed at the clinic, while inpatient surgeries are available through our external resource sharing agreement with Baptist Health.

Hours of Operation: 0700-1600 Mon-Fri. except holidays

Location: First Floor, RM 1L-C6

Telephone #'s: (334) 953-7825/6423

**Patient Representative: SSgt David Glock, (334) 953-
7825/6423**



OUTPATIENT MEDICAL RECORDS

The Outpatient Medical Records Flight maintains over 40,000 outpatient medical records for active duty military and their family members; retirees and their family members; foreign military and their family members; and civilian emergency patients or DOD employees. Proper maintenance and filing of medical records and medical documents is paramount to your provider's ability to provide good care. You are a key to this process by maintaining your records in the Outpatient Records Department. The Outpatient Medical Records Flight provides copies of your medical records upon retirement. In addition, copies of information applicable to your referral appointment with a civilian provider (see release of information below for details) will be provided.

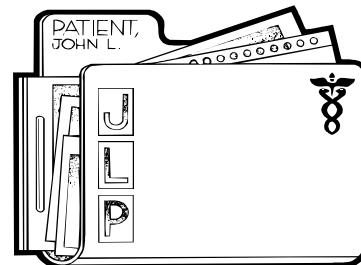
All Health Records are maintained at the Maxwell Clinic by your PCM. The record is the property of the US Government, not the individual (AF41-210).

Hours of Operation: 0700-1800, Mon-Fri, except holidays

Location: First Floor, RM 1R-29

Telephone #: (334) 953-7862

Patient Representative: Ms. Betty Jones



Release of Medical Information

The Outpatient Medical Records Flight copies records for separation and retirement. It takes **5 to 7 Duty Days** to complete this task (length of time depends on backlog). To copy records for civilian doctor appointments, your provider must identify (flag) information within the medical record that pertains to the upcoming referral appointment. The record is brought to the Outpatient Medical Records Department for copying. **Only information needed for the appointment is copied.**

Information regarding your medical history, diagnosis, treatment and prognosis is maintained in your medical record, and is confidential. You have the right to designate to whom your confidential medical record may be released. Your authorization is valid for 180 days, unless it states otherwise. Agencies the law allows the 42 MDG to disclose confidential health care information of active duty to without your authorization include:



Release of Medical Information continued

1. Health care providers who are caring for you
2. Governmental agencies as authorized or required by law
3. Third parties to obtain payment
4. A member of the clergy designated by you
5. A transporting medical services provider to enable it to establish diagnosis and outcome
6. Prospective health care providers for securing services after discharge
7. A poison control center
8. Organ/tissue procurement organization for potential inquires related to donation

The law also provides for disclosure of information under a court order or a subpoena.

Hours of Operation: 0700-1800 Mon-Fri, except holidays

Location: First Floor, RM 1R-29

Telephone #: (334) 953-7862

Patient Representative: Ms. Betty Jones

PEDIATRIC CLINIC

The Pediatric clinic provides general pediatric services including newborn well baby checks, adolescent medicine, developmental pediatrics and general pediatric care for children up to age fourteen. They also provide children's immunizations to meet state requirements for attending child-care and schools in the state.

Hours of Operation: 0700-1900, Mon-Fri, except holidays

Location: First Floor, RM 1G-C4 and 1F-C1

Appointment #: (334) 953-3368

Cancellation #: (334) 953-3368

Patient Representative: 1LT Toni Clark, (334) 953-6057



PHARMACY SERVICE

The Maxwell Clinic pharmacy provides comprehensive outpatient pharmaceutical care. They dispense nearly 35,000 prescriptions per month and provide support for those personnel filling mobility positions. They honor prescriptions written by civilian providers for medications that are on our formulary. The use of generic substitutions enhances cost effectiveness. Medications not currently on the formulary may be obtained through the National Mail Order Pharmacy (NMOP) program for eligible beneficiaries. Patients may obtain a copy of our outpatient medication formulary from any pharmacy location or from our web site. The pharmacy also offers prescription refill service at the Base Exchange Refill Pharmacy and the Gunter Refill Pharmacy. These pharmacies are for pick-up services only. To obtain refills the use of our automated call-in refill system is highly encouraged or patients may come in and complete a refill prescription request form. All prescription refills are ready the next duty day.

Main Outpatient Pharmacy

Hours of Operation: 0700-1700 Mon-Thurs and 0800-1700 Fri

Location: First Floor

Telephone #: (334) 953-7021/2365

Drive-Through Pharmacy (New prescriptions – drop off and pick up only)

Hours of Operation: 0800-1600

www.au.af.mil/42abw/clinic/

Patient Representative: MSgt Maurice James

BX Refill Pharmacy

Hours of Operation: 0900-1600 Mon-Fri

Location: Bldg. 1090, Maxwell AFB Base Exchange (BX)

Telephone #: (334) 953-6868

Patient Representative: SSgt Joel Swiney

Gunter Pick-Up

Hours of Operation: 1100-1400 Mon-Fri

Location: Bldg. 810

Telephone #: (334) 416-5455

Patient Representative: MSgt Maurice James



PHYSICAL EXAMS ELEMENT

Physical Exams ensures military members are fully qualified for worldwide duty. They provide Preventative Health Assessment (PHA) support and update personnel systems if active duty patients are temporarily exempt from worldwide duty due to a medical condition. They work closely with the Medical Boards office to ensure all patients identified as temporarily disabled are seen expeditiously for follow-up evaluations.

Hours of Operation: 0700-1600, Mon-Thur, except holidays

Location: First Floor, RM 1DC5

Telephone #: (334) 953-7987

Appointment #: (334) 953-7987

Patient Representative: MSgt Kelly Krahn, (334) 953-5867



PHYSICAL THERAPY

Physical Therapy provides a wide range of services to include orthopedic rehabilitation (pre and post op); musculoskeletal evaluation and treatment; athletic injury management; modalities (ultrasound, electrical, TENS, etc.); iso-kinetic muscle testing (KIN-COM); therapeutic strengthening programs; range of motion exercises; and pain management. Referral appointments only. Patients with long term needs for such ailments as neurological rehabilitation, cardiac rehabilitation; MS, etc. will be referred to a comprehensive rehabilitation facility by the PCM.

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: First Floor, RM 2M-C4

Telephone #: (334) 953-7835

Appointment #: (334) 953-7835

Cancellation #: (334) 953-7835

Patient Representative: TSgt Susan Wood, (334) 953-7987



PUBLIC HEALTH

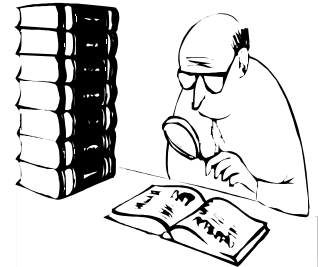
Public Health monitors and reports communicable diseases to local, state and military agencies. They also provide educational services such as one-on-one counseling of Sexually Transmitted Diseases to patients and their contacts, tuberculosis positive patients and persons deploying to locations around the world with the potential for exposure to health risks. In addition, immunization and malaria prevention recommendations are made for those personnel who deploy. Public Health tracks and monitors occupational related injuries and illnesses such as noise-induced hearing loss and needle sticks. Public Health recommends periodic medical evaluation of industrial workers based on risks present in the work place and tracks occupational exams for those workers requiring them. Public Health also inspects all food delivered on base ensuring that food-serving facilities maintain acceptable sanitary levels.

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: Second Floor, RM 2J-24

Telephone #: (334) 953-5606

Patient Representative: MSgt Marlon Goddard



RED CROSS

We want you! Please volunteer if you have the time.

This very special group of people provides compassion, caring and comfort for both patients and staff members. They assist in daily administrative tasks to support our providers and technicians in their work center. Thanks to their wonderful support, we are able to better serve the Maxwell/Gunter community. If you would like more information or would like to become a volunteer, call our Red Cross representative listed below.

Office Location: Third Floor

Telephone #: (334) 953-9167

Red Cross Representative: Ms. Ilsa Mears



REFERRAL SYSTEM FOR OFF-BASE CARE

All active duty members and TRICARE Prime enrollees **must** receive an authorized referral from their Primary Care Manager (PCM) for off-base and specialty care.

It is extremely important to us that we maintain continuity of care and follow up on your specialty visit. We have installed a process to ensure we account for the report from your specialist, but ask that you partner with us to ensure your PCM team receives a copy of the referral report (under normal circumstances the specialist should send that directly to your PCM within 14 days). Active duty referrals are reviewed and authorized through the Maxwell Clinic. TRICARE prime referrals are reviewed and authorized through our TRICARE Service Center (TSC).

If you have questions that your PCM staff cannot answer, you may call the following:

Active Duty Referral (Alternative Care)

Hours of Operation: 0730-1630, Mon-Fri, except holidays

Location: First Floor, RM 1R-26

Telephone #: (334) 953-7855/7854

Patient Representative: Mr. Bill Lee, (334) 953-6509

TRICARE Prime Referral POC: TSC Health Care Finders

Hours of Operation: 0730-1630, Mon-Fri, except holidays

Location: Third Floor, RM 3C-03

Telephone: (334) 409-9956

SAFETY OFFICE

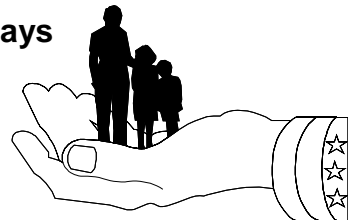
Our Safety Office is part of the Medical Logistics Flight's Clinical Engineering Element and provides guidance on safe operating practices in the medical facility. This includes administrative, clerical and patient safeguards as required by Air Force and Occupational Safety and Health Administration (OSHA) standards. They monitor the safety inspection program and provide accident and hazard evaluation.

Hours of Operation: 0700-1630, Mon-Fri, except holidays

Location: First Floor, RM 1S-05

Telephone #: (334) 953-5393

Patient Representative: SSgt Rodrick Speights



TRICARE SERVICE CENTER (TSC)

The TRICARE Service Center (TSC), operated by our TRICARE MCSC, Humana MHS, Inc. assists in obtaining specialty care, authorizations and providing benefit information. Health care professionals called Health Care Finders (HCF) are responsible for coordinating specialty care referrals and authorizations for non-active duty Prime enrollees. All referral authorization requests are reviewed by the HCFs, who use industry standard guidelines to confirm that the requested service is medically appropriate. The HCF will also determine if the requested care is a covered benefit.

Beneficiary Services Representatives (BSR) are also located in the TSC. They will enroll you in TRICARE Prime, assist with the selection of a Primary Care Manager, and help resolve billing and other matters that affect you.

Hours of Operation: 0730-1630, Mon-Fri, except holidays

Location: Third Floor, RM 3C-03

Telephone #: (334) 409-9956

Point of Contact: Beth Ferguson

TUMOR REGISTRY

The Tumor Registry is a data system designed for the collection, management and analysis of data on persons with a cancer diagnosis. Maxwell's registry has over 2000 cases on record. The certified Tumor Registrar works closely with physicians, hospital administrators and health care planners to maintain ongoing records of cancer patients, patient's history, diagnosis, therapy and outcome. In all circumstances, confidentiality of patient information and related medical data is strictly maintained. Only aggregated data is analyzed and published.

Hours of Operation: 0700-1600, Mon-Fri, except holidays

Location: First Floor, RM 1R-26

Telephone #: (334) 953-5293

Patient Representative: Ms. Wanda Newby



WOMEN'S HEALTH CLINIC

The Women's Health Clinic is a specialty, self-referral Clinic. **We put prevention into practice at each patient encounter.** Our commitment is to provide the very best in quality healthcare to all female beneficiaries with Gynecological (GYN) concerns. We are a multi-talented diverse group. Our array of services includes; annual GYN examination, counseling regarding contraceptives, hormone replacement therapy, and special examinations to include colposcopy & endometrial biopsy. Minor procedures such as polyp, and skin tag removal are performed in the Clinic. Additionally, our Board Certified Gynecologist can perform limited minor procedures in our Ambulatory Surgery Center. Educational pamphlets are readily available on numerous topics. We invite you to visit us any time.

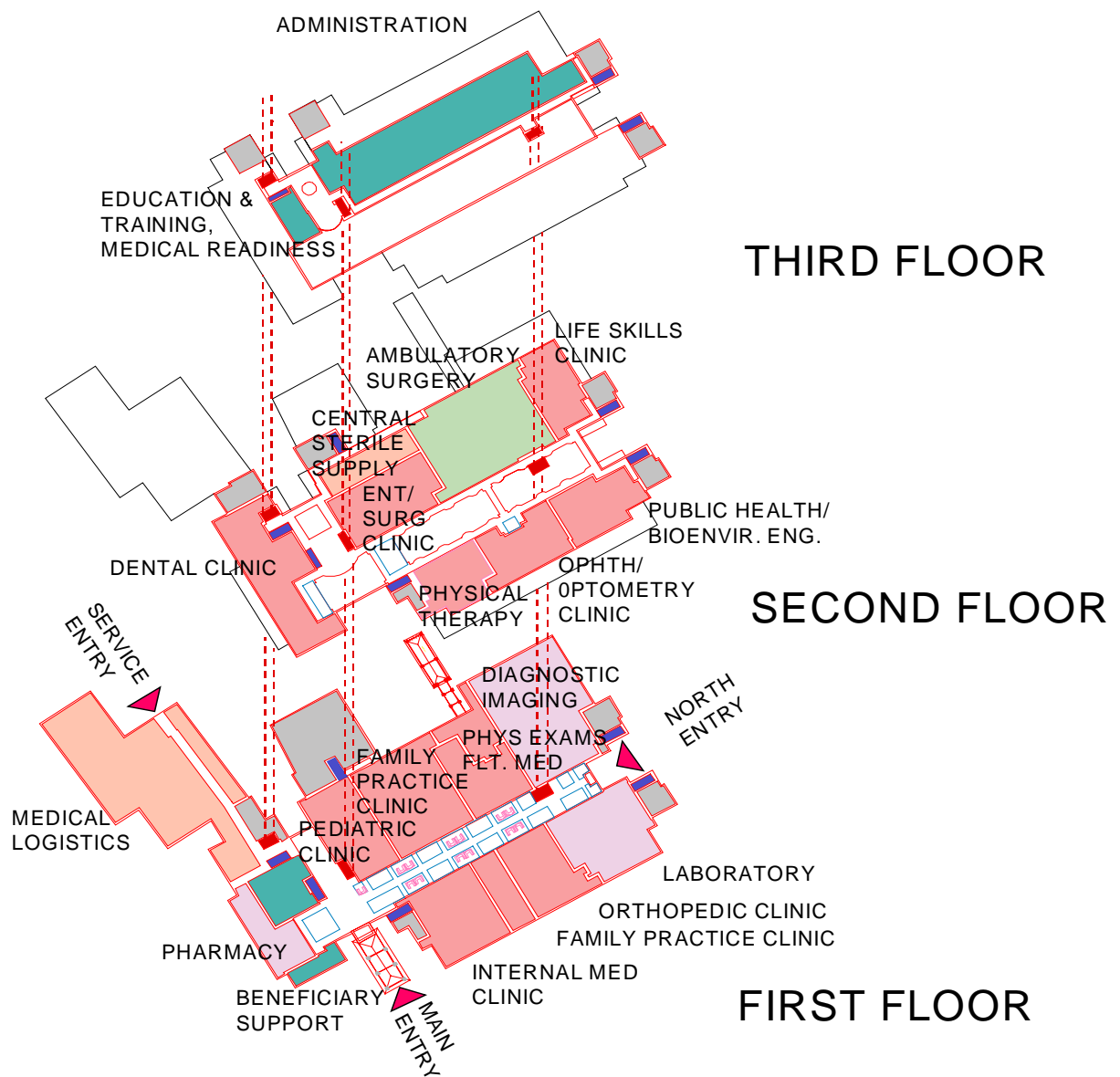
Hours of Operation: 0730-1630, Mon-Fri, except holidays

Location: First Floor, 1L-C2, across from Family Practice Blue Team

Telephone #: (334) 953-3368

Patient Representative: SSgt Diane M. Strohm, (334) 953-2878

MAXWELL CLINIC FLOOR PLAN



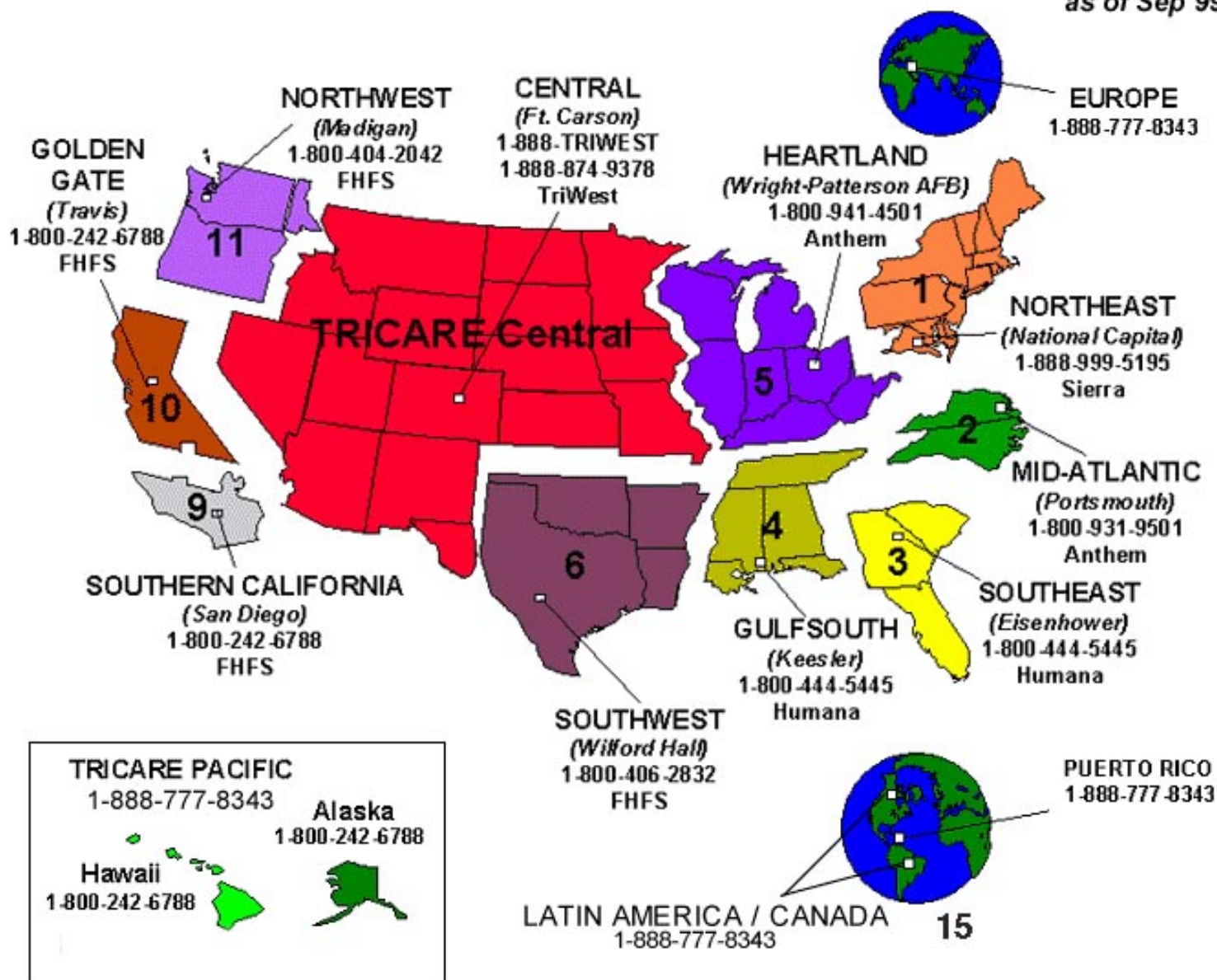
TRICARE

YOUR MILITARY HEALTH PLAN



“A Customer Service Partnership”

as of Sep 99



ELIGIBILITY FOR TRICARE

TRICARE is the health benefits program for all seven of the uniformed services:

1. Army
2. Navy
3. Air Force
4. Marines
5. Coast Guard
6. Public Health Service
7. National Oceanic and Atmospheric Administration

All active duty family members, retirees and their families, and survivors who are not eligible for Medicare may participate in at least one of the three TRICARE options:

1. TRICARE Prime
2. TRICARE Extra
3. TRICARE Standard (Formerly CHAMPUS)

Additionally, those individuals under 65 who are eligible for Medicare because of disability or end-stage kidney disease may also participate. Medicare-eligible retirees may still seek care at military treatment facilities (MTF) on a space-available basis. To ensure continuity of care and not be subject to the uncertainty of space-available care, Medicare-eligible retirees are advised to enroll in Medicare Part B so they will always have access to health care.

FOCUS

The Department of Defense provides medical services and support to the armed forces during military operations, and provides medical services and support to members of the armed forces, their family members, and others entitled to military medical care. Preparedness to provide needed support is an integral part of the department's mission.

TRICARE is designed to meet the department's medical mission and includes provisions for supplementing military treatment facilities with resources and healthcare professionals from civilian medical organizations.

TRICARE permits a high rate of medical unit readiness to support military forces and, for beneficiaries, offers timely access to care, assures high quality care, controls healthcare costs for patients and taxpayers alike, and offers choices of health care options to meet individual needs.

TRICARE Prime provides the most comprehensive benefits and guarantees access to care through a Primary Care Manager. The Prime option requires

enrollment. TRICARE Prime enrollment forms are available from the TRICARE Service Center or the Beneficiary Support office; both are located in Maxwell Clinic, Bldg 760. Active duty personnel are automatically enrolled.

TRICARE Standard and TRICARE Extra do not require enrollment. Simply select your authorized physician and the government will participate as described in the following pages.



TRICARE PRIME

ELIGIBILITY

All active duty military personnel are eligible and are automatically enrolled in TRICARE Prime at their nearest military treatment facility (MTF). Family members of active duty sponsors, retirees and their family members under 65 and survivors may also enroll in TRICARE Prime.

THE COST

The cost for services received under TRICARE Prime differ for active duty families and retired military, retired military family members and survivors.

There is no TRICARE Prime annual enrollment fee for active duty family members.

TRICARE Prime requires an annual enrollment fee for retired military members and their families.

- ◆ \$230 per 12-month enrollment period for an individual
- ◆ \$460 per 12-month enrollment period for a family

TRICARE Prime members may make their enrollment payment all at once, or in quarterly payments.

With an emphasis on keeping families healthy, TRICARE Prime includes a variety of preventive and wellness services at no additional charge. Examples of such services include eye exams, immunizations, hearing screenings, mammography, pap smears, prostate exams and other cancer-prevention and early-diagnosis exams.

PRIMARY CARE MANAGERS

Primary Care Managers (PCM) are the single points-of-contact for non-emergency health care for enrollees in TRICARE Prime. Depending on the enrollees' status, location, and availability of medical professionals, they may select a Primary Care Manager at a nearby military hospital or clinic, or they may request a civilian professional who is a member of the contracted Prime network in a nearby community. In some cases, the Lead Agent may direct your assignment to a Primary Care Manager at an MTF if there is unused capacity; or you may be assigned a civilian Primary Care Manager if MTF capacity is exceeded. Primary Care Managers may be



family practitioners, pediatricians, or other healthcare providers, or they may be a team of providers who work together. Primary Care Managers provide and coordinate care, maintain health records, and recommend preventive and wellness services. They also arrange for specialists or for hospital admission, when necessary.

OUTPATIENT HEALTH CARE

Military Hospital

Outpatient visits to military hospitals and military clinics for TRICARE Prime enrollees require no additional payment beyond the annual enrollment fee for retired beneficiaries.

Civilian Hospital

Visits to civilian Primary Care Managers or outside specialists require a small copayment.

INPATIENT HEALTH CARE

Military Hospital

Inpatient care is not available the Maxwell Clinic.

Civilian Hospital

Copayments for civilian medical care change periodically. Be sure to check with your Health Benefits Advisor or Beneficiary Services Representative to ensure you understand your payment responsibilities.



Enrolled beneficiaries who seek non-emergency care without prior approval will automatically be using what is called the **TRICARE Point-of-Service** option. This option requires payment of an annual deductible of \$300 for an individual enrollee or \$600 per family, plus 50 percent of the allowable charges. If care is received from providers who are not part of the TRICARE network, you may also pay up to 15% over the CHAMPUS allowable charges.

While enrolled in TRICARE Prime, you will no longer be eligible for TRICARE Extra or TRICARE Standard.

LIFESTYLE

The TRICARE Prime option is best for families and retirees who want guaranteed access to the most benefits and who live close to a military hospital or civilian TRICARE Prime network. First priority for care at military hospitals and clinics will be given to those enrolled in TRICARE Prime.

Through medical triage your sickness is classified as emergent, urgent, or routine. Urgent needs are seen within 1 day. For less urgent routine care, such as a recurring backache, you will be given an appointment to see a health professional within 1 week. For other requirements, such as for a diagnostic test or exam, you will be seen within 4 weeks.

Under TRICARE Prime, obtaining appointments is made easier. Many phone lines are installed so you can receive quick, priority access to care in a hassle-free manner. When you enroll, you will receive information on how to make appointments.



TRICARE Extra

ELIGIBILITY

All persons eligible for military health care, except active duty and most Medicare eligible beneficiaries may use TRICARE Extra. There is no enrollment required. Beneficiaries simply use a physician or specialist in the TRICARE network. The Health Care Finder in your local TRICARE Service Center has a listing of TRICARE network physicians and specialists who have agreed to participate in TRICARE Extra.

THE COST

With TRICARE Extra, the government shares the costs of health care. Beneficiaries are required to pay an initial amount of the charges for care, called a deductible. The annual deductible depends on the rank of the military sponsor. (See deductible table below.) Once this amount has been paid, the government then will pay or reimburse a percentage of the cost for health care.

Annual Deductible Table

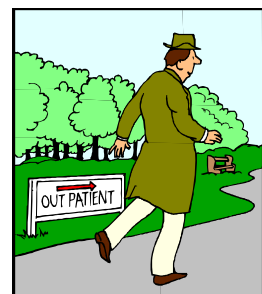
Family members of E-4 and below	➡	\$50 for one person \$100 for two or more
Family members of E-5 and above Retirees and their family members	➡	\$150 for one person \$300 for two or more

OUTPATIENT HEALTH CARE

When using network physicians and specialists, you will receive a 5 percent discount.

The patient pays:

- ◆ 15 percent for active duty family member
- ◆ 20 percent for retiree and their family member



Healthcare providers participating in the TRICARE network also agree to charge government approved rates, so there will be no additional charges over and above that allowable rate, as there can be when using TRICARE Standard.

In TRICARE Extra, participating doctors will always file claims for the patient. With TRICARE Standard, some eligible patients may occasionally have to pay for

health care first and then apply for reimbursement. With TRICARE Extra, the participating physician is paid directly by the government, requiring the patient to pay only the cost share amount at time of treatment. Beneficiaries not only save money with TRICARE Extra, they also save the time and trouble of filling out paper work and filing claims.

INPATIENT HEALTH CARE

Active duty family member's daily inpatient care cost for medical professionals and facilities is \$11.45 per day or a \$25 minimum charge. Inpatient care costs for retired military personnel and their families using Extra are \$250 per day, or 25 percent of daily hospital costs, whichever is less, and 20% for professional provider fees.



Patients can also use a combination of health care professionals: some who are part of the TRICARE network, and some who are not. Since there is no formal enrollment in either TRICARE Standard or TRICARE Extra, patients are free to switch back and forth among providers, as they prefer. Additionally, you may still seek care in a military hospital or clinic on a space-available basis.

Costs for health care can be lowered, as compared to TRICARE Standard, by selecting a doctor or medical specialist from a network of civilian health care professionals who participate in the TRICARE program. These carefully chosen doctors and specialists have agreed to charge an approved rate for medical treatment and procedures.

LIFESTYLE

TRICARE Extra is best for individuals and families whose regular physician is a member of the TRICARE network and those who live too far away from a military hospital or clinic for convenient access, but who wish to reduce the cost of their health care.

TRICARE Standard

ELIGIBILITY



All persons eligible for military health care, except active duty and most Medicare-eligible beneficiaries may select TRICARE Standard. There is no enrollment required. Simply select a physician who applies for government reimbursement in accordance with the terms of the program. Patients should check with their TRICARE Service Center to determine if they need a non-availability statement or authorization, which may be required for civilian inpatient care and certain outpatient procedures.

THE COST

With TRICARE Standard, the government shares the costs of health care. Patients are required to pay an initial amount of the charges for care, called a deductible. The annual deductible depends on the rank of the military sponsor. (See deductible table below.) Once this amount has been paid, the government then will pay or reimburse a percentage of the cost for health care.



Annual Deductible Table

Family members of E-4 and below		\$50 for one person \$100 for two or more
Family members of E-5 and above Retirees and their Family members		\$150 for one person \$300 for two or more

OUTPATIENT HEALTH CARE

TRICARE Standard will pay the approved, allowable cost for outpatient healthcare after the annual deductible has been paid.

The patient pays:

- ◆ 20 percent for active duty families
- ◆ 25 percent for retirees and their families

Only those charges up to the allowable will be considered. TRICARE Standard beneficiaries will have to pay charges up to 15 percent over the CHAMPUS allowable when the provider does not accept CHAMPUS assignment.

INPATIENT HEALTH CARE

Active duty family member's daily cost at a civilian hospital is \$11.45 per day or a \$25 minimum fee. Retirees and their family members daily cost at a civilian hospital is \$401 per day, or 25 percent of the charges, whichever is less.

Retirees and their family members are also responsible for 25 percent of the cost for any separate bills by physicians and/or health care professionals. This could amount to an additional several hundred dollars per day.



Inpatient care at a civilian hospital requires prior authorization. Military retirees, active duty members and their families may seek care in a military hospital or clinic before receiving care from civilian sources. Such care, when available, currently costs \$10.85 per day. First priority for care in military facilities will be given to those enrolled in TRICARE Prime.

LIFESTYLE

This option offers the greatest flexibility in choosing health care professionals. TRICARE Standard is chosen most often by individuals and families who have established relationships they wish to maintain with civilian physicians. Often this happens when there is no nearby military hospital or clinic. Those who travel frequently or have summer or winter homes away from their primary residence may also opt for TRICARE Standard. Additionally, patients who have other health insurance, where TRICARE Standard is the second payer, may use it. This option permits the most flexibility, but may be the most expensive, particularly if the physician's charges are higher than the allowable amounts.

CHAMPUS

TRICARE Standard is the new name for the health care option formerly known as CHAMPUS. The terms for both outpatient and inpatient care are the same as under CHAMPUS. They have not been changed with the implementation of TRICARE.

MILITARY HEALTH BENEFITS QUICK REFERENCE

42 Medical Group
[http://www.au.af.mil/42abw/clinic/
Tricare.Maxwell@Maxwell.af.mil](http://www.au.af.mil/42abw/clinic/Tricare.Maxwell@Maxwell.af.mil)

300 S. Twining Street, Bldg. 760
Maxwell AFB, AL 36112-6219

Comprehensive Reference for TRICARE
www.tricare.osd.mil

Humana Military Health Services (HMHS)
www.humana-military.com
1-800-444-5445
TRICARE Service Center (334)-409-9956

Defense Enrollment Eligibility Reporting System (DEERS)
1-800-538-9552

Health Care Information Line (HCIL)
1-800-333-5331

Palmetto Government Benefits Administrators (PGBA Claims)
www.myTRICARE.com
1-800-403-3950

Choice Behavioral Health Partnership
1-800-700-8646

National Mail Order Pharmacy
www.merck-medco.com
1-800-903-4680

United Concordia Companies, Inc.
**(Active Duty, Selected Reserve, and Individual Ready Reserve
Family Member Dental Plan)**
www.ucci.com
1-800-866-8499

Delta Dental
(Retiree Dental Plan)
www.ddpdelta.org
1-888-838-8737

MAXWELL/GUNTER QUICK REFERENCE LIST

Maxwell AFB Defense Switched Network (DSN)	493-1110
Gunter Annex Defense Switched Network (DSN)	596-1110
Maxwell AFB Commercial	(334) 953-XXXX
Gunter Annex Commercial	(334) 416-XXXX
Accounting and Finance (Maxwell AFB)	3-3287/3-3288
Accounting and Finance (Gunter Annex, bldg. 826)	6-3619
Base Communication Center (Maxwell AFB, bldg. 941)	3-6622
Base Communication Center (Gunter Annex, bldg. 857)	6-5424
Base Contracting Office (Maxwell AFB bldg. 804)	3-3515
Base Exchange (Maxwell AFB, bldg. 1090)	834-5946
Base Exchange (Gunter Annex, bldg. 700)	279-9776
Beauty Shop (Maxwell AFB, bldg. 1090)	263-3010
Beauty Shop (Gunter Annex, bldg. 401)	272-6785
Billeting, Reservations & Switchboard (Maxwell AFB)	3-2055/240-5600
Billeting, Reservations (Gunter Annex)	6-3360
Billeting Switchboard (Gunter Annex)	6-5501
Chapel (Maxwell AFB, bldg. 678)	3-2109
Child Development Center (Maxwell AFB, bldg. 540A)	3-6667
Child Development Center (Gunter Annex, bldg. 854)	6-3185
Civilian Locator (Maxwell AFB and Gunter Annex, bldg. 804)	3-6738
Class VI (Maxwell AFB, bldg. 851)	265-7472
Class VI (Gunter Annex, bldg. 700)	279-9776
Cleaners (Maxwell AFB, bldg. 851)	263-7826
Cleaners (Gunter Annex)	277-6024
Commissary (Maxwell AFB, bldg. 1085)	3-2343
Commissary (Gunter Annex, bldg. 811)	6-3448
Community Center (Maxwell AFB, bldg. 851)	3-7370
Community Center (Gunter Annex, bldg. 825)	6-4888
Dental Clinic (Maxwell AFB, bldg. 760)	3-7821
Dental Clinic (Gunter Annex, bldg. 209)	6-3549
Dining Hall (Maxwell AFB, bldg. 668)	3-5127
Dining Hall (Gunter Annex, bldg. 1065)	6-4643
Family Services (Maxwell AFB, bldg. 677)	3-5002
Family Services (Gunter Annex, bldg. 826)	6-3222
Family Support (Maxwell AFB, bldg. 677)	3-2353
Family Support (Gunter Annex, bldg. 826)	6-1237
Gym (Maxwell AFB, bldg. 841)	3-5953
Gym (Gunter Annex, bldg. 800)	6-1250

MAXWELL/GUNTER QUICK REFERENCE LIST (CONT'D)

Household Goods (Maxwell AFB & Gunter Annex, bldg. 804)	3-2085
Legal Office (Maxwell AFB & Gunter Annex, bldg. 804)	3-2786
Military Locator (Maxwell AFB & Gunter Annex, bldg. 40)	3-5027
Motor Pool (Maxwell AFB, bldg. 1095)	3-5038
Motor Pool (Gunter Annex, bldg. 821)	6-4082
Post Office (Civilian) (Maxwell AFB, bldg. 40)	263-2450
Post Office (Military) (Maxwell AFB, bldg. 40)	3-5174
Post Office (Civilian) (Gunter Annex, bldg. 826)	6-3983
Post Office (Military) (Gunter Annex AFB, bldg. 826)	6-4481
Service Station (Maxwell AFB, bldg. 1112)	265-7773
Service Station (Gunter Annex, bldg. 25)	272-5092
Telephone Maintenance (Maxwell AFB, bldg. 942)	3-7115
Telephone Maintenance (Gunter Annex, bldg. 859)	6-4111
Thrift Shop (Maxwell AFB, bldg. 851)	3-6407
Thrift Shop (Gunter Annex, bldg. 110)	6-4613
Weather (Maxwell AFB & Gunter Annex, bldg. 844)	3-2071



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

PURPOSE: Update policy and assign responsibility for implementation of the President's Consumer Bill of Rights in the Military Health System (MHS)

PATIENT RIGHTS

1. Information Disclosure: Right to receive accurate, easily understood information, and assistance in making informed healthcare decisions concerning health plans, providers and facilities

1.1 Beneficiaries shall be provided accurate, understandable and timely information about TRICARE

2. Choice of Providers and Plans: Right to a choice of healthcare providers that is sufficient to ensure access to appropriate, high-quality health care

2.1 Patients entitled under law to the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) have a right to choose TRICARE Standard, which permits access to all eligible providers within guidelines of the TRICARE program

3. Access to Emergency Services: Right to access emergency healthcare services when and where the need arises. Emergency services are covered in circumstances where acute symptoms are of sufficient severity that a "prudent lay-person" could reasonably expect the absence of medical attention would result in serious health risks (loss of life, limb or sight)

4. Participation in Treatment Decisions: Right to full participation in all decisions related to their health care, subject to readiness requirements for active duty members

5. Respect and Nondiscrimination: Right to considerate, respectful care from all members of the MHS at all times and under all circumstances in an environment of mutual respect, and to be free from discrimination

6. Confidentiality of Health Information: Right to communicate with healthcare providers in confidence, to have the confidentiality of their individually identifiable healthcare information protected, and to review and copy their own medical records and request amendments to their records

7. Complaints and Appeals: Right to a fair and efficient process for resolving differences with their healthcare providers, MTF, or TRICARE contractor, including a rigorous system of internal review and an independent system of external review. In addition, if an ethical issue arises concerning patient care, the Ethics Function (EF) may be convened. Anyone can submit a request to convene the Ethics Function through the EF leader, Chief of the Medical Staff, or a Sq/CC

PATIENT RESPONSIBILITIES

- 1) Maximize healthy habits, such as exercising, eating a healthy diet and not smoking
- 2) Make specific healthcare decisions, working collaboratively with healthcare providers in developing and carrying out agreed upon treatment plans and disclosing relevant information and clearly communicate wants and needs
- 3) Recognize the reality of risks and limits of the science of medical care and the human fallibility of the health care professional
- 4) Become knowledgeable about Military Service and TRICARE coverage, options, rules and abide by applicable procedures
- 5) Respect other patients and healthcare workers; make a good-faith effort to meet financial obligations
- 6) Report wrong-doing and fraud to appropriate authorities



INDEX

42 MDG Goals	v	Medical Evaluation Board	14
42 MDG Vision and Mission	iv	Medical Logistic	14-15
Active Duty Sick Call	9-10	Medical Information Systems	12
Admissions and Dispositions	1	Medical Readiness	15
Aeromedical Evacuation	3	Medical Referral System	22
Alcohol & Drug Abuse Prevention & Treatment	13	Medical Service Account (MSA)	5
Ambulance Service	4	Musculoskeletal Disorder	16
Ambulatory Surgery Unit (ASU)	4	Nutritional Medicine	11
B-12 Clinic	12	Ophthalmology Clinic	15
Billing	5	Optometry Clinic	16
Bioenvironmental Engineering	5	Orthopedic Clinic	16
Breast Care Program	5	Outpatient Medical Records	17-18
Cardiovascular Disease	12	Overseas Medical Clearance	13
Cashier	5	Patient Advocate	7
Central Sterile Supply	6	Patient Bill of Rights & Responsibilities	40-41
Clinical Lab	6	Pediatric Clinic	18
Commander, Letter from the	i	Pediatric Imaging	7-8
Convalescent Leave	2	Pharmacy Service	19
Coumadin Clinic	12	Physical Exams	20
Customer Service Representative	7	Physical Therapy	20
Cycle Ergometry	11	Primary Care Manager	30-31
Dental Clinic	7	Public Health	21
Diabetic Clinic	12	Pulmonary Disease	12
Diagnostic Imaging	7-8	Quarters, Medical Assignment to	1-2
Ear, Nose and Throat	8	Quick Reference, Maxwell & Gunter	38-39
Education and Training	8	Quick Reference, Military Health Benefits	37
Educational & Developmental Intervention	14	Radiology	7-8
Elective Procedures and Convalescent Leave	2	Readiness	15
Eligibility	28	Red Cross	21
Endocrinological Disease	12	Referrals	22
ENT Clinic	8	Regional Map	27
Exceptional Family Member Program	13	Release of Medical Information	17-18
Eye Exam	16	Renal Disease	12
Family Advocacy Program	13	Safety Office	22
Family Practice Clinic	9	Same Day Surgery	4
Fitness Class	11	Sick Call	9-10
Flight Medicine Clinic	10	Supply	14
Flight Medicine Sick Call	10	Surgery Clinic	10
Floor Plan, Maxwell Clinic	25	Table of Content	vi-vii
Fluoroscopy	7	Temporary Disabled Retired List (TDRL)	14
Gastrointestinal Disease	12	Tobacco Cessation Class	11
General Surgery Clinic	10	TRICARE	iii, 26-37
Gunter Annex Sick Call Clinic	9	TRICARE Extra	33-34
Health and Wellness Center	11	TRICARE Implementation	iii, 28
Hematological Disease	12	TRICARE Options	30-36
Immunization Clinic	11	TRICARE Prime	30-32
Infectious Disease	12	TRICARE Service Center	23
Information Systems	12	TRICARE Standard	35-36
Inspection, Food	21	Tumor Registry	23
Internal Medicine Clinic	12	Ultrasound	7-8
International Foreign Officers, Billing	5	Utilization Management	22
Laboratory	6	Volunteer Work, Clinic	21
Life Skills Clinic	12-14	Weight Management	11
Mammography	7-8	Women's Health Clinic	24
Maxwell Clinic Status	iii		



HUMANA
Military Healthcare Services

“A Customer Service Partnership”